



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

CONSUMER COMPLAINT INVESTIGATOR/ANALYST

Job Number: 20001878

Job Code: 98100V150416

Job Group: 9800 - LAW

Job Established: 05/01/1994

Job Revised: 04/16/2015

Grade: 14 Salary (MIN - MID):

\$18,075-\$23,944 - Hourly

\$2,937.20-\$3,890.90 - 37.5 Hr. Monthly Salary

\$3,133.00-\$4,150.30 - 40 Hr. Monthly Salary

Special Entrance Rate:

NONE

NONE

NONE

PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months. For additional information refer to: <http://www.lrc.ky.gov/kar/101/001/325.htm>.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Compiles and organizes monthly complaint data for dissemination in report format. Interprets complaint data, identifying complaint trends for agency staff. Reviews utility tariff filings for conformity with administrative regulations. Performs professional level duties of Consumer Complaint Investigators; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

Graduate of a college or university with a bachelor's degree.

EXPERIENCE:

Must have four years experience in investigating, auditing, consumer education, mediating or resolving complaints or a related field.

Substitute EDUCATION for EXPERIENCE:

NONE

Substitute EXPERIENCE for EDUCATION:

Experience in investigating, auditing, consumer education, mediating or resolving complaints or a related field will substitute for the required education on a year-for-year basis.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

Must possess and maintain a valid driver's license prior to appointment in this classification.

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Prepares monthly complaint data reports consisting of detailed and verified analyses and distributes reports to management staff for review. Evaluates monthly data reports, identifying complaint trends and significant complaint activities. Prepares monthly complaint review reports for agency. Reviews utility tariff filings for compliance with administrative regulations. Recommends approval or disapproval of tariff language and composes alternate language. Coordinates division complaint correspondence files. Provides general information to public regarding consumer protection laws. Examines financial documents, accounting records, bank statements, computer records, business records, public documents, insurance records and other relevant records. Examines, evaluates, investigates, and mediates complaints concerning potential violations of consumer protection laws and selects the appropriate strategy for oral and/or written complaint resolution. Provides training in the area of consumer protection to other staff members and to the general public through public hearings/meetings.

UNIQUE PHYSICAL REQUIREMENTS:

TYPICAL WORKING CONDITIONS: *Incumbents in the job will typically perform their job duties under these conditions.*

Routine office work. May travel and work irregular hours if involved in specific investigation.

ADDITIONAL REQUIREMENTS:

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title may be required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.